

PROPOSAL PACKAGE NARRATIVE**REQUEST FOR SERVICES BID NO. DMH072516B1
LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUESTIONING, INTERSEX AND 2-SPIRIT
TRANSITION AGE YOUTH PREVENTION SERVICES****SECTION A – PROPOSER’S QUALIFICATIONS****(Limit 3 pages, excluding attachments) – 10% (1,000 Maximum Points)**

Proposer must demonstrate that it has the experience to perform the required prevention services (trainings, support groups, community engagements, and mental health care) for Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex, 2-Spirit (LGBTQI2-S) for the Transition Age Youth (TAY), ages 16-25 population. Proposer must provide a summary of relevant background information to demonstrate that it meets the Minimum Mandatory Requirements as stated in the Request for Services (RFS), Part A – Section 4.0 (Minimum Mandatory Requirements to Qualify as a Proposer).

Proposers shall explain how your Agency meets the requirements necessary to perform the required prevention services as outlined in the RFS, more specifically in the SOW.

A.1 AGENCY’S IDENTIFICATION – 5% (500 points)

A.1.1 Proposer shall describe when, how, and for what purpose your Agency began. Proposer shall describe your Agency’s mission and how the mission relates to the purpose of the RFS.

A.1.2 Proposer shall describe the Agency’s structure and how it is organized. Proposer shall submit an organizational chart of Agency staff. Attach your Agency’s Organizational Chart as **Attachment 1**.

A.2 PROPOSER’S PERFORMANCE HISTORY – 5% (500 points)

Proposer shall provide three (3) signed letters of reference from contracts or business arrangements where the required or substantially similar scopes of LGBTQI2-S Prevention Services (trainings, support groups, community engagements, and mental health care) were provided during three (3) of the last five (5) years. Attach your Reference Letters as **Attachment 2**. **LAC-DMH shall not be used as a reference.**

Exhibit D

The letters of reference must indicate categories of service, location, agency (including name and phone number of the agency's contact person for the contract or business arrangement) and must include the following information:

- The relationship between the reference and the Proposer;
- The quality of the Proposer's services for LGBTQI2-S TAY and their family and/or caregivers;
- The Proposer's ability to provide LGBTQI2-S specific training to mental health providers and community-based organizations;
- The Proposer's ability to engage community partners in working with LGBTQI2-S TAY.

LAC-DMH shall contact references to verify each submitted reference and assess the Proposer's performance history and ability to provide the required LGBTQI2-S Prevention Services for the TAY, ages 16-25 population. The responses from the reference checks shall be scored as part of this section. It is the Proposer's sole responsibility to ensure that each reference's agency/organization name and the name, title, and phone number for each contact person are accurate. Reference letters must include the name of one alternate person who can be contacted in lieu of the primary person. This individual shall be prepared to provide information about the Proposer's Qualifications. If a reference fails to respond to LAC-DMH's request for verification or LAC-DMH is unable to contact the reference, LAC-DMH shall award no points to Proposer for Section A, Proposer's Qualifications (Proposer's Performance History).

CONTRACTOR ALERT REPORTING DATABASE (CARD)

Proposer will be evaluated on their experience and capacity as a corporation or other entity to perform the required services based on information provided in Section A – Proposer's Qualifications in the Proposal Package. Proposal Packages will be evaluated on the required references provided in Section A.2 – Proposer's Performance History of the Proposal. In addition to the references provided, a review will include CARD, if applicable, reflecting past performance history on County or other contracts. This review may result in point deductions

up to one hundred percent (100%) of the total 500 points awarded in this evaluation category, Section A. 2 (Proposer's Performance History).

SECTION B – PROPOSER'S APPROACH TO PROVIDING REQUIRED SERVICES

(Limit 24 pages, excluding attachments) – 62% (6,200 Maximum Points)

Proposer shall describe the program design and methodology that the Proposer will use to meet the contract work requirements. Describe in detail how the services will be performed to meet the intent of the Statement of Work (SOW). The approach to providing services shall address the following subsections:

B.1 EXPERIENCE

For each question below (B.1.1 to B.1.9), Proposer shall describe a *minimum* of three (3) years of experiences within the last five (5) years delivering prevention services (trainings, support groups, community engagements, and mental health care) to TAY, ages 16-25 or LGBTQI2-S of any age group for the following:

B.1.1 Trauma-Informed Services

Proposer shall describe experience providing evidence-based treatments that focus on a *minimum* of two (2) of the following four (4): co-occurring disorders, Post-Traumatic Stress Disorder (PTSD), anxiety, and depression.

B.1.2 Substance Use Prevention Services

Proposer shall describe experience providing substance use treatment services, including a *minimum* of one (1) example of a substance use prevention service provided within three (3) of the last five (5) years.

B.1.3 Stigma and Discrimination

Proposer shall describe services and programs offered to the community to remove barriers to mental health treatment. Include a *minimum* of one (1) example of a stigma and discrimination training, support group, or community presentation provided within the last five years.

B.1.4 Peer and Family Support Groups

Proposer shall describe experience that focuses on a *minimum* of one (1) of the following three (3) services: psycho-education, empowerment, and emotional support to TAY and their families/caregivers.

B.1.5 Outreach and Engagement Services

Proposer shall describe a *minimum* of two (2) strategies, with providing O & E referral and linkage services for TAY. Include the type of service and program name.

B.1.6 Proposer shall describe experience in utilizing social media to advertise and inform the community of available resources. Proposer shall submit copies of a *minimum* of one (1) brochure, poster, or flyer on anti-stigma and discrimination, bullying prevention, suicide prevention, substance use treatment, intimate partner violence, and/ or key concerns for TAY. Attach your agency's informational materials as **Attachment 3**.

B.1.7 Proposer shall describe experience coordinating and implementing trainings and/or conferences for programs serving TAY with a *minimum* of forty (40) attendees. Proposers must attach verification of specific trainings and conferences (i.e. flyers, meeting agendas, evaluations and sign-in sheets) as **Attachment 4**.

B.1.8 Proposer shall describe current services being provided in *at least* one (1) of the SAs listed below. Proposer shall also provide verification of one (1) existing Service Delivery Site located in one (1) of the pre-determined paired SAs listed below. Proposers must attach verification of Service Delivery Site location, such as a current lease agreement, as **Attachment 5**.

- SAs 1 (Antelope Valley) and 2 (San Fernando Valley)
- SAs 3 (San Gabriel Valley) and 7 (East LA)
- SAs 4 (Metro) and 6 (South LA)
- SAs 5 (West LA) and 8 (South Bay/Harbor)

B.1.9 Proposer shall describe the agency's other non-DMH funding source(s) and provide background information regarding the funding source(s). Proposer shall provide verification of any other

existing funding (non-DMH funding) and the dates for the term of each funding source as **Attachment 6**.

B.2 LGBTQI2-S TAY TOOLKIT DEVELOPMENT

For each question below (B.2.1 to B.2.4), Proposer shall describe the development of the comprehensive LGBTQI2-S TAY Toolkit curriculum to address issues and service gaps within the LGBTQI2-S TAY community. The LGBTQI2-S TAY Toolkit shall provide strategies to enhance cultural sensitivity, create safe and welcoming environments, and increase access for LGBTQI2-S TAY. This toolkit will be utilized to train mental health providers and community-based organizations as described in Section 3.1 in the SOW.

B.2.1 Proposer shall provide a detailed timeline with specific dates of projected completion, staff responsible, and potential barriers for the development of “Section I: Safe and Welcoming Environment” of the LGBTQI2-S TAY Toolkit as described in the SOW, Section 3.1.1. Proposer may provide charts or graphs to illustrate timeline.

B.2.2 Proposer shall provide a detailed timeline with specific dates of projected completion, staff responsible, and potential barriers for the development of “Section II: Clinical Considerations and Interventions” of the LGBTQI2-S TAY Toolkit as described in the SOW, Section 3.1.2. Proposer may provide charts or graphs to illustrate timeline.

B.2.3 Proposer shall provide a detailed timeline with specific dates of projected completion, staff responsible, and potential barriers for the development of “Section III: LGBTQI2-S TAY Outreach and Engagement Supports and Strategies” of the LGBTQI2-S TAY Toolkit as described in the SOW, Section 3.1.3. Proposer may provide charts or graphs to illustrate timeline.

B.2.4 Proposer shall provide a detailed timeline with specific dates of projected completion, staff responsible, and potential barriers for the development of “Section IV: Outcomes Monitoring” of the LGBTQI2-S TAY Toolkit as described in the SOW Section 3.1.4. Proposer can provide charts or graphs to illustrate timeline.

B.3 LGBTQI2-S TAY TOOLKIT TRAINING SERVICES

For each question below (B.3.1 to B.3.3), Proposer shall describe the plan to provide LGBTQI2-S TAY Toolkit trainings during FYs 2017-18 and FY 2018-19 for mental health providers and community-based agencies as stated in the SOW, Section 4.1 and Section 5.1:

- B.3.1** For each FY (2017-18 and 2018-19), Proposer shall describe in detail the training plan, including proposed dates, venues, and a timed training agenda for the completion of a *minimum* of two (2) trainings quarterly (one (1) at each pre-determined SA). Each training must be *at least* six (6) hours and a total of a *minimum* of eight (8) trainings for each fiscal year.
- B.3.2** Proposer shall identify a *minimum* of two (2) local mental health providers and community-based agencies to participate in the LGBTQI2-S TAY Toolkit trainings for each FY (2017-18 and 2018-19). Proposer shall provide a list of potential agencies to be invited to the LGBTQI2-S TAY trainings as **Attachment 7**.
- B.3.3** Proposer shall describe a *minimum* of two (2) strategies to meet the *minimum* of 25 participants for each training (total of *at least* 200 participants) each FY (2017-18 and 2018-19).

B.4 OUTREACH AND ENGAGEMENT

For each question below (B.4.1 to B.4.5), Proposer shall describe plans to provide outreach and engagement services to LGBTQI2-S TAY (ages 16-25) and various community partners as stated in the SOW in Section 3.2, Section 4.3 and Section 5.3 for **ALL** three (3) FYs (2016-17, 2017-18 and 2018-19):

- B.4.1** For each FY (2016-17, 2017-18 and 2018-19), Proposer shall describe a detailed plan to provide referral and linkage services to a *minimum* of twenty (20) LGBTQI2-S TAY who are not currently connected to services. Plan shall include target geographic locations for finding LGBTQI2-S TAY.
- B.4.2** Proposer shall describe a *minimum* of three (3) strategies for identifying and engaging hard-to-reach youth at pre-determined SAs for the

duration of the three (3) year contract term (FYs 2016-17 through 2018-19) as identified in the SOW, Section 1.0.

- B.4.3** Proposer shall provide a list of five (5) or more existing community partners who have responded to past requests for linkage and referral. Proposer shall provide a list of existing community partners as **Attachment 8.**
- B.4.4** Proposer shall describe a detailed plan for the development of a *minimum* of three (3) informational materials (brochures, posters, or flyers) that are specific to LGBTQI2-S TAY and address *all* of the following topics: anti-discrimination, bullying prevention, suicide prevention, substance use treatment and intimate partner violence.
- B.4.5** Proposer shall describe a detailed plan and timeline with specific dates of proposed completion, staff responsible, and potential barriers to provide a *minimum* of twelve (12) LGBTQI2-S TAY specific community presentations. Presentation topics shall include *all* of the five (5) following topics: anti-stigma and discrimination, bullying prevention, suicide prevention, substance use treatment, intimate partner violence, and other relevant topics for each SA (*at least* once every two months) for a total of twelve (12) Community Presentations each fiscal year.

B.5 COMMUNITY PARTNERSHIPS

- B.5.1** Proposer shall describe a *minimum* of two (2) current community partnerships with local community-based agencies as stated in the SOW, Section 3.3.
- B.5.2** Proposer shall identify two (2) potential agencies and describe their plan to obtain Memoranda of Understanding (MOUs) with each. One (1) MOU should be finalized for each pre-determined SA.
- B.5.3** Proposer shall describe how the established and/or planned partnerships will address a *minimum* of one (1) identified need of the LGBTQI2-S TAY, ages 16-25 population for the duration of the contract term.

B.6 COMMUNITY NEEDS ASSESSMENT

B.6.1 As stated in the SOW, Section 3.4, information for the community needs assessment shall be obtained through various sources that will include but not be limited to county departments, non-governmental agencies, and community-based agencies. Proposer shall describe their plan to complete the community needs assessment for each of the pre-determined SAs that includes the following components: the list of agencies to interview and survey; the planned method for data collection and analysis; and how the results will be reported and used. Proposer shall include a list of agencies to contact, method for data collection, and timeline for completion of data collection, analysis, and report of results as **Attachment 9**.

B.7 PEER SUPPORT GROUPS & FAMILY/CAREGIVER SUPPORT GROUPS

B.7.1 Proposer shall describe the plan to develop the six (6) week *minimum* LGBTQI2-S TAY Peer Support Group curriculum which shall include, at a *minimum*, the following seven (7) age-appropriate topics: the coming out process, safe sex, intimate partner violence, substance use/abuse, bullying prevention, suicide prevention, mental and physical health promotion/wellness, and other risk factors.

B.7.2 Proposer shall describe the plan to conduct a *minimum* of one (1) Peer Support Group per SA each quarter. Proposer shall include a *minimum* of two (2) proposed sites for the delivery of group services.

B.7.3 Proposer shall describe the plan to develop a six (6) week LGBTQI2-S specific Family/Caregiver Support Group curriculum that focuses on helping families learn how to support their LGBTQI2-S youth and include the following topics: key terminology and inclusive language, identity development, sexual orientation, gender expression, the coming out process, accepting vs. rejecting behaviors and dispelling myths regarding the LGBTQI2-S community.

B.7.4 Proposer shall describe the plan to conduct a *minimum* of one (1) Family/Caregiver Support Group per SA each quarter. Proposer shall

include a *minimum* of two (2) proposed sites for the delivery of group services.

B.7.5 Proposer shall describe a *minimum* of one (1) strategy to recruit a *minimum* of five (5) participants for each support group.

B.7.6 Proposer shall describe plan to expand service hours to include a *minimum* of four (4) additional hours in the evenings and/or on weekends in order to provide support groups for LGBTQI2-S TAY and their caregivers. Proposer shall indicate planned number of hours program will be expanded.

SECTION C – STAFFING PLAN

(limit 4 pages, excluding attachments) – 6% (600 points)

Proposer must provide a detailed Staffing Plan that will ensure full compliance with the contract requirements, and the Proposer’s methodology of providing LGBTQI2-S specific prevention services. The Staffing Plan must be supported and consistent with the Proposer’s Budgeted costs. The plan shall be comprised of the following subsections:

C.1 MULTILINGUAL AND CULTURALLY SENSITIVE STAFF

Proposer shall demonstrate the ability to provide culturally and linguistically appropriate services and shall describe how the Proposer will meet the language needs of non-English speaking participants. Proposer shall identify a *minimum* of two (2) languages that are spoken by current staff in addition to English.

C.2 LGBTQI2-S TAY PEER AND FAMILY SUPPORT SPECIALIST

Proposer shall describe the plan to recruit a *minimum* of one (1) person(s) with knowledge and experience of LGBTQI2-S-specific life issues, including the coming out process and stigma. The job description shall include the number of years of experience required and *at least* one (1) method for advertising this job offering.

C.3 PROPOSED PROGRAM STAFF

Proposer shall create a chart using the sample below labeled “Proposed Program Staff,” that indicates the staff to be assigned or hired for this program as **Attachment 10**.

Proposed Program Staff – LGBTQI2-S Prevention Services

Staff Name	Indicate if Consumer (yes or no)	Position / Discipline	License / Credentials	Years Of Experience w/LGBTQI2-S programs	Languages Spoken other than English

SECTION D – QUALITY MANAGEMENT AND DATA COLLECTION PLAN

(limit 3 pages) – 8% (800 points)

Proposer must establish and utilize a comprehensive Quality Management & Data Collection Plan to ensure a consistently high level of service throughout the term of the contract. Revisions to the plan shall be submitted as changes occur during the term of the contract.

D.1 QUALITY MANAGEMENT

D.1.1 Proposer shall describe the LGBTQI2-S TAY Prevention Services and/or deliverables to be monitored internally, the frequency of monitoring and the titles/disciplines and qualifications of personnel that will perform the monitoring functions.

D.1.2 Proposer shall describe the processes that will be used to ensure that LGBTQI2-S TAY services and/or deliverables meet *all* of the following requirements as defined in the RFS and SOW. These requirements include:

- Timeliness
- Accuracy
- Completeness
- Consistency; and
- Conformity

D.1.3 Proposer shall describe a *minimum* of two (2) processes that will be used to ensure that professional staff rendering services under the contract will have the necessary prerequisites as defined in the SOW.

Exhibit D

- D.1.4 Proposer shall describe two (2) preventative strategies that will be used to identify and prevent deficiencies in the quality of service before the level of performance becomes unacceptable. Proposer shall describe the action plan that will be implemented, if needed. This description should include a commitment to provide the County a record of all inspections, the corrective action(s) taken, the date that the problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action. This information shall be produced upon request by County Program Manager.
- D.1.5 Proposer shall describe how services will be provided to the County in the event of a strike or other labor action in your the Agency. Proposer shall include a *minimum* of one (1) example.

D.2 DATA COLLECTION PLAN

- D.2.1 Proposer shall describe their plan to evaluate the effectiveness of the LGBTQI2-S TAY trainings utilizing the baseline surveys and post-evaluations.
- D.2.2 Proposer shall describe their plan to evaluate the effectiveness of the LGBTQI2-S TAY Peer Support Groups and Family/Caregiver Support Groups utilizing baseline surveys and post-evaluations.
- D.2.3 Proposer shall provide a description on how data accuracy problems will be managed and resolved including a description of current procedures for ensuring accuracy during data collection, data entry, data analysis, data reporting and/or tasks where data accuracy problems can occur and actions already taken.

SECTION E - INFORMATION TECHNOLOGY, PRIVACY AND ELECTRONIC SECURITY (limit 1 page, excluding attachments) – 3% (300 points)

- E.1 Proposer shall describe their data warehousing and electronic transactions procedures to demonstrate compliance with Federal and State laws as they apply to Protected Health Information (PHI), Individually Identifiable Health Information (IIHI), electronic information security, and the Health Information Portability and Accountability Act (HIPAA).

SECTION F – GREEN INITIATIVES

(limit 1 page, excluding attachments) – 1% (100 points)

The Proposer shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits. The Proposer shall present a brief description of their proposed plan and shall notify the LAC-DMH’s Program Manager of Contractor’s “new” green initiative(s) prior to the contract commencement.

- F.1 Proposer shall provide a brief description of the agency’s current or proposed environmental policies and practices, including green initiatives for environmental energy conservation benefits.

SECTION G – TERMS AND CONDITIONS IN SAMPLE CONSULTANT SERVICES AGREEMENT AND/OR REQUIREMENTS OF THE SOW: ACCEPTANCE OF/OR EXCEPTIONS TO (N/A page limit)

- G.1 Proposer shall include a statement offering the agency’s acceptance of/or exceptions to all terms and conditions in Exhibit A, Statement of Work.
- G.2 Proposer shall include a statement offering the agency’s acceptance of/or exceptions to all requirements listed in Exhibit F, Sample Consultant Services Agreement.